

# HealthQuest Health Center FAQ

## Why should I visit the health center?

HealthQuest Health Center is a convenient place for all eligible participants to obtain preventive and sick care as well as health coaching, chronic condition coaching, and counseling. The health center is staffed with a physician, two nurse practitioners, a behavioral health counselor, a registered nurse/health coach and three medical assistants. Benefits for using the center including little or no wait time, low cost, and convenience.

## Who can use the health center?

All employees, spouses and their dependents age 2+ covered by the State Employee Health Plan (SEHP) are eligible for services provided by the center.

## What does it cost?

All preventive visits are free regardless of health plan enrollment. Healthcare and lab services will be provided at no cost for Plan A. Medical visits will require a \$40 fee for those members with Plans C, J, N, and Q until the deductible is met, inclusive of labs drawn in the health center. Once met, medical visits will be provided at no cost.

## What level of services are available?

The center can be the first place you seek treatment for non-emergency illnesses or injuries. While the staff at the center can treat a wide range of conditions, there will be times you are referred out for further care, depending on the severity of your condition. Preventive services such as health coaching, chronic condition coaching, and well-woman exams are available at the center, in addition to counseling.

## Do I need an appointment to use these services?

To reduce your wait time, we recommend scheduling an appointment. Walk-in appointments are available if a provider is not seeing another patient. If there is a specific time you need an appointment for, you can call or schedule online at [my.marathon-health.com](http://my.marathon-health.com). Appointments are usually about 20-30 minutes long.

## Where is the health center located?

HealthQuest Health Center is located at 901 S. Kansas Ave in Topeka, Kansas. The health center will be open Monday through Friday from 8am – 5pm.



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## **Will there be a fee for lab services?**

Lab services will be provided at no cost for Plan A members. For those members with Plans C, J, N, and Q the \$40 visit fee is inclusive of labs drawn in the health center. Labs processed at the center include hemoglobin A1c, lipid panel, glucose, rapid strep, mono, urinalysis, oxygen saturation, pregnancy, and more.

## **What happens if I am referred outside of the health center?**

If you are referred for care outside of the health center (for specialty care, physical therapy, or a radiology visit, for example) your visit would be subject to your health plan benefits.

## **Can I still see my primary care doctor?**

The healthcare provided at the center is available for you to use if you choose. The services may be used to supplement your primary care provider.

## **Can a clinician at the health center prescribe medication?**

The physician at the center can prescribe and dispense limited medications for conditions treated at center. Controlled substances, such as narcotics, will not be available onsite. The nurse practitioners can prescribe medications and recommend medications to be dispensed by the physician onsite.

## **How do I cancel an appointment at the health center?**

In the interest of being able to accommodate as many people as possible, we appreciate you canceling an appointment in advance if you're unable to make it. You can cancel by going online to the Marathon eHealth Portal and canceling through the Appointments tab, or you can call the center.

## **If I don't live or work in the Topeka area, can I access the health center if I am in Topeka on State business and get sick?**

Yes, to reduce your wait time, we recommend calling ahead and scheduling an appointment. Walk-in appointments are available if a provider is not seeing another patient.

## **Is my personal health information safe?**

The care you receive at the health center and your personal health information are protected by state and federal law.